



HIAWATHA FIRST NATION EMPLOYMENT OPPORTUNITY

Position Title: Convenience Store Clerk

Location: Old Railroad Stop - Hiawatha, ON

Duration: Full-Time (28-35 hours per week)

Posting Closes/Deadline: ongoing until position is filled

Tentative Interview Date: Week of August 20th, 2018

Salary Range: \$14.00-15.10/hour

About Us:

Hiawatha is a vibrant First Nation community located on the beautiful north shore of Rice Lake. We are located approximately 20 minutes from Peterborough, ON and 45 minutes from Cobourg, ON. There are approximately 638 registered citizens with approximately 235 residing in Hiawatha. In the summer months our population increases significantly. Hiawatha is an employer that prides itself on diversity and fairness, providing a progressive working environment that fosters culture, positivity and growth.

The Old Railroad Stop (ORRS) is a multi-faceted business operated by Hiawatha First Nation (HFN). The Old Railroad Stop was a former stop when the rail used to cross over the picturesque Rice Lake. It is now home of a gas station, convenience store and gift shop. Hiawatha takes pride in providing quality product and service to its citizens and visitors. It is essential that these services are provided in a way that supports Hiawatha's vision statement and the 7 Grandfather teachings of humility, honesty, bravery, wisdom, truth, respect and love.

Position Summary:

The Convenience Store Clerk will be responsible for providing excellent customer service to all customers, operating as a team, operating POS system, interacting with customers through sales transactions, ensuring accuracy of payments, following all legislation as it pertains to minors in the sales of tobacco and lottery and ensuring that the store is clean and well stocked. The incumbent must follow the strategic plans of the organization, adhering to the HFN vision and values.

Reporting:

This position will report to the Old Railroad Stop Manager. From time to time the Convenience Store Clerk may be asked to assist in training on the job for new recruits but will not be expected to oversee any position.

Summary of Main Responsibilities:

- Greeting customers in a friendly manner and providing overall service excellence
- Assisting customers to resolve disputes or complaints or refer these to the appropriate person accordingly
- Being knowledgeable about products and procedures, and if there is something that is unknown to seek information and advise the customer in accordingly
- Ensuring that customers are serviced in a priority and with efficiency while ensuring that the customer has a good experience
- Ensuring that the premises are clean, stocked and safe
- Ensuring the accuracy of the POS system, items entered (including gas, lottery and tobacco) with accuracy, and amount charged to customer
- Ensuring that tender collected during transaction is accurate and accurate change is provided
- Ensuring that at the end of each shift all counts are done and all required areas are balanced (tills, lottery, tobacco, etc.)
- Working as a team with all other members of ORRS

*We, the Mississaugi of Hiawatha First Nation, are a vibrant, proud, independent
and healthy people balanced in the richness of our culture and traditional way of life.*

Requirements:

- Completion of Highschool Diploma; and
- one year' relevant experience; or
- A combination of education, training or work experience which Hiawatha deems to be equivalent
- Must provide a satisfactory CPIC
- Valid Driver's License or reliable way to work

Knowledge, Skills and Abilities:

- Experience with computer programs (i.e. Lottery Terminals, POS systems, etc.)
- Experience with cash, debit machines and lottery machines
- Experience working with public, providing excellent customer service and deal with difficult people
- Ability to work as an individual and as part of a team
- Excellent communication (oral, electronic and written)
- Excellent organizational, time and file management skills
- Proactive problem solver with excellent conflict resolution skills

Behavioural Competencies:

- Must be an empathetic and non-judgemental person
- Must maintain strict confidentiality
- Be honest, respectful and trustworthy
- Be a team player
- Possess cultural awareness and sensitivity
- Be creative and flexible
- Demonstrate sound work ethic
- Proven ability to work with people of diverse education, cultural and language backgrounds

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Hiawatha First Nation
123 Paudash Street
Hiawatha, ON
K9J 0E6
ATTN: Kelly Maracle, HRO

By email: hr@hiawathafn.ca

By fax: 705-295-4424

For more information or a detailed job description, please contact Kelly Maracle at (telephone) 705-295-4421 ext. 15, (telephone or text) 613-920-1676 or (email) hr@hiawathafn.ca

To find out more about Hiawatha First Nation, please visit our website at www.hiawathafirstnation.com

- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *Hiawatha is grateful for all who show interest in our First Nation and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *Hiawatha is an equal opportunity employer, as well, Hiawatha references Canada's Aboriginal Employment Preferences Policy*